

# LEADERSHIP EXCELLENCE

Attract and Retain Skilled Employees and Leaders

No matter what change, challenge, or transformation an organization faces, success is not attainable without a bench of skilled and motivated leaders who are held accountable to achieving organizational goals. Through Studer Group, a Huron Solution, we have coached organizations across VA, DOD, IHS and the private sector to develop leaders capable of driving meaningful operational and organizational change, and who transform the patient experience.



*The Evidence-Based Leadership<sup>SM</sup> Framework, built upon a foundation of aligned goals and behaviors, leads to a cultural transformation breakthrough, which creates better transparency, higher accountability, achievement of specific and objective results and lasting cultural transformation.*

## Aligned Goals

Establish objective, measurable goals for each leader, then provide routine opportunities for leaders to develop the skills required to meet those goals.

## Aligned Behaviors

Scale proprietary tools like Must Haves<sup>®</sup> tactics (e.g., Hourly Rounding<sup>®</sup> or AIDET<sup>®</sup>) that improve results and change behavior.

## Aligned Processes

Scale the process-improvement approach by setting clear expectations and providing tools to accelerate execution.

Potential outcomes of leveraging the Evidence-Based Leadership<sup>SM</sup> execution framework through coaching:



Accountable leaders and physicians



A better place to work, practice medicine and receive care



A culture of alignment that drives sustainability



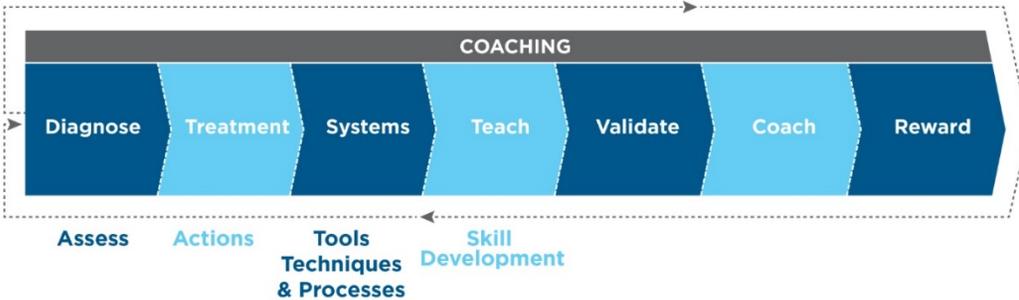
Improved physician relationships



Improved engagement and satisfaction

# DRIVING PERFORMANCE

When appropriately paced and sequenced, our coaching approach, based on evidence-based medicine, provides a diagnose-then-prescribe model to building short- and long-term work plans with our clients. Based on more than 19 years of evidence, the **Driving Performance Model** identifies these seven phases that drive outcomes and performance. This model prevents a simple process from becoming overly complex.



## FEATURED ELEMENTS OF LEADERSHIP EXCELLENCE

Huron is the exclusive intellectual property owner of **more than 20 proprietary tools and tactics** that are proven to impact quality and patient experience metrics.

One of our most impactful and widely used proprietary tactics is the AIDET<sup>®</sup> communication framework, which was invented by Studer Group, a Huron solution.

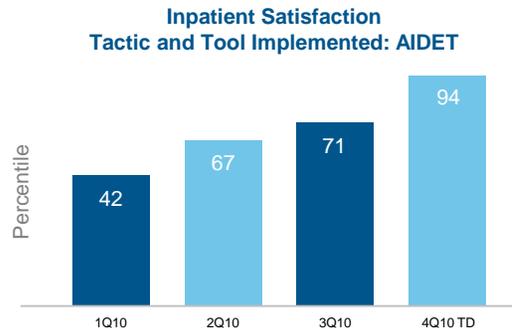
### AIDET<sup>®</sup> COMMUNICATION FRAMEWORK

Relieve Patient and Family Anxiety through Consistent and Powerful Communication

AIDET is an acronym that stands for **A**cknowledge, **I**ntroduce, **D**uration, **E**xplanation and **T**hank You. It is proven to improve patient perception of communication, quality of care and dialogue between staff and physicians.

### Results and Advantages

The AIDET communication tactic has helped our partners see significant increases in inpatient satisfaction scores upon implementation.



## COMPANY INFORMATION

- Limited Liability Corporation
- Large Business
- NAICS
  - 541219 Other Accounting Services
  - 541611 Administrative Management and General Management Consulting Services
  - 541612 Human Resources Consulting Services
  - 541614 Process, Physical Distribution, and Logistics Consulting Services
  - 541618 Other Management Consulting Services
  - 541690 Other Scientific and Technical Consulting Services
  - 541990 All Other Professional, Scientific, and Technical Services
  - 611430 Professional and Management Development Training
- DUNS – 111367897
- CAGE – 3KVQ9

## CONTRACT VEHICLES



### Prime Contractor

Professional Services Schedule, SINs 874-1 & 874-7

### Subcontractor

VA Transformation Twenty-One Total Technology (T4) Next Generation (NG) | Navy Seaport-e | GSA AIMS Schedule 541 | VA EPES BPA | CDC Global Data and Technical Assistance (G-DATA) BPA | CMS SPARC

## CONTACT

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Learn more about this approach to sustainable transformation or our proprietary tools and tactics at [studergroup.com/how-we-help/coaching](http://studergroup.com/how-we-help/coaching).

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